



Abra HR

CUSTOMER

Lowell Community Health Center

CORPORATE PROFILE

Headquarters

Lowell, Mass.

Type of Business

Community Health Center

Number of Locations

One

Number of Employees

200

SYSTEM PROFILE

Abra HR

Abra HR Improves the Wellness of a Mass. Health Center's HR Processes

Employing doctors, practitioners, nurses, technicians, counselors, and office staff, Lowell Community Health Center's (LCHC) mission is to provide caring, quality, and culturally appropriate health services to the people of Lowell, Mass.

Offering all the services commonly found in a physician's office, plus laboratory, nutrition, and social services, LCHC puts people and healthcare at the center of its business. To meet its stated mission, each individual department within LCHC must have accurate, efficient processes. The Human Resources (HR) Department is no exception.

LCHC's HR team must have an automated, organized HR process, and be able to provide accurate information to colleagues at a moment's notice.

Functioning with a Manual Process

In August 1999, LCHC was using an automated payroll system, but its HR department was functioning manually, entering employee information and tracking the clinical staff's licenses and

immunizations by hand.

Using this system, it was almost impossible to track information on the Center's 200 employees without spending hours pulling folders and creating spreadsheets. The cumbersome information retrieval process delayed the information reports used in drafting policies, training and development, and recruitment.

According to LCHC's HR Director Lorrie Hall, the manual HR process made audits an "embarrassing horror" for the department.

Searching for a Dynamic Solution

Having used the DOS version of Best Software's Abra Suite® during the early 1990s, Ms. Hall was impressed with the HR and payroll management system's unlimited capabilities. Upon her recommendation, LCHC purchased Abra HR—part of Abra Suite—in June 2000.

"I knew the Abra system was dynamic—that it could handle virtually all of our tracking and reporting needs," said Ms. Hall. "Because many health care

CHALLENGE

Find dynamic, but cost-effective, HR solution to replace manual data entry and information retrieval processes.

SOLUTION

Abra HR—part of the industry-leading Abra Suite® HRMS—a powerful tool for managing critical employee information. Ideal for businesses of any size.

RESULTS

- Built database of employee information
- Helped improve HR department's productivity and level of service
- Decreased time required to meet information requests
- Increased time available for more strategic HR activities

"I knew the Abra system was dynamic—that it could handle virtually all of our tracking and reporting needs ... Abra Suite was both cost-effective and powerful enough to meet the needs of a rapidly growing community health center."

*Lorrie Hall, HR Director
LCHC*

centers depend on federal and state grants for their existence, they're very careful when allocating their money to an IT solution. Abra was both cost-effective and powerful enough to meet the needs of a rapidly growing community health center."

In addition to building a database of employee information, LCHC's HR staff use Abra to track license, immunization, language, and other important reporting data. They can now populate the Abra database with new information on a daily basis, and can print a detailed report at the click of a mouse.

Additionally, supervisors have access to department reports within a day. Before implementing Abra, accessing the same reports could take LCHC's HR staff several days to a week.

Ms. Hall added, "It once took hours to prepare a new hire report for our all-staff meetings. Using Abra HR, it now takes less than a minute. The system has made such a difference in the way the HR department functions. We can even alert employees to stay home during severe weather storms - something we couldn't do using the manual HR system."

Implementing Abra HR

"Our staff must be able to quickly and easily provide accurate information to colleagues," said Ms. Hall. "By making it easier to retrieve information, Abra has

enabled us to meet their requests."

Using Abra HR, LCHC's HR department is gaining visibility throughout the Center's six locations, and becoming more proactive as its capabilities using the solution are expanding.

"Since we've implemented Abra, audits are no longer embarrassing," said Ms. Hall. "They're actually gratifying, because they prove our automated system is working. We have a peace of mind that we didn't enjoy before."

Giving a Referral

Abra has helped LCHC's HR department improve its productivity and level of service. HR personnel can now provide managers and employees with a wide range of reports, including census information, insurance bids, and employee turnover and verification reports.

"The time required to meet information requests has decreased by at least 50 percent, leaving hours in the day for our managers to focus on more strategic activities," added Ms. Hall.

In addition to Abra HR's functionality, LCHC is very pleased with Best Software's customer service. "I'd highly recommend Abra to healthcare agencies looking for an IT solution to handle just about everything HR-related," said Ms. Hall. "It's affordable, and has many great features to meet the demands of a busy HR department."



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